

Privacy Notice for Herefordshire Library Service members

Information Held About you

In order to provide library services to you, it is necessary for us to collect and hold personal information about you in various formats, including electronic and paper format. This information will include basic details such as: name, address, telephone number, email address and date of birth; records of items you have borrowed and any charges incurred; home delivery visits. We do not view or retain any credit or debit card information you may share with a third-party Payment Provider.

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:

- set up your library account so you can use the library services;
- assign you an appropriate borrower type, e.g. Child, Adult, Teenage, Access;
- send you information relating to your account, e.g. notifications about requested or overdue items;
- send you information about library services or events, e.g. information on annual reading promotions.

What is the legal basis for us to process your data?

The legal basis for processing the data is:

- our legal obligations under The Public Libraries and Museums Act 1964;
- for sending you information about library events: your consent to do so, which you can withdraw at any time by notifying us. Our contact details to do so, or for any other queries, are:
Herefordshire Libraries, Merchant House. Burcott Road, Hereford HR4 9LW.
Email: libraries@herefordshire.gov.uk;

Who we will share your information with

We may share your information with partner organisations, including our Library Management System suppliers, but this will only be in the context of administering the library systems.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent, such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records

We will only keep your information for the minimum period necessary, as outlined in our record retention schedules. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, informationgovernance@herefordshire.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact Herefordshire Libraries in the first instance: Merchant House, Burcott Road, Hereford HR4 9LW.
Email: libraries@herefordshire.gov.uk.

You can also contact the Data Protection Officer, Carol Trachonitis, at Herefordshire Council, Plough Lane, Hereford HR4 0LE, telephone (01432) 260616, email: informationgovernance@herefordshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>